

Thanksgiving Day Federal Holiday Processing and Customer Service Hours

Our Federal offices as well as some of our Title IV processors and call centers will be closed on Thursday, November 25, 2010 to observe the Thanksgiving Day Federal holiday. In addition, some of the Title IV processors and call centers will be closed on Friday, November 26, 2010. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Thursday, November 25, 2010 and Friday, November 26, 2010 but will not process new Institutional Student Information Records (ISIRs) until Monday, November 29, 2010.

COD System

The Common Origination and Disbursement (COD) School Relations Center will close at 3:00 P.M. (ET) on Wednesday, November 24, 2010 and reopen at 8:00 A.M. (ET) on Friday, November 26, 2010.

The COD System will accept and process data from schools and send back responses/acknowledgments on Thursday, November 25, 2010, but schools will not be able to receive any Federal funds on that day. Requests for changes in funding levels and for funds will not be processed until Friday, November 26, 2010.

Web Sites

All Federal Student Aid Web sites will remain operational on the holiday.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Thanksgiving Day, Thursday, November 25, 2010	Status on Friday, November 26, 2010 (the day after Thanksgiving Day)
Campus-Based Call Center	(877) 801-7168	Closed	Open
COD School Relations Center <ul style="list-style-type: none">• Direct Loans• Grants• Applicant Services	(800) 848-0978 (800) 474-7268 (800) 557-7394	Closed Closed Closed	Open Open Open
CPS/SAIG Technical Support	(800) 330-5947	Closed	Closed
Default Resolution Group	(800) 621-3115	Closed	Open
Direct Loan Consolidation Center	(800) 557-7392	Closed	Open
eZ-Audit	(877) 263-0780	Closed	Open
Federal Student Aid Information Center	(800) 4-FED-AID	Closed	Open
G5 Hotline	(888) 336-8930	Closed	Open

Loan Servicing Centers for Schools <ul style="list-style-type: none"> • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center – School Services • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Nelnet • Sallie Mae 	(866) 938-4750 (888) 877-7658 (800) 655-3813 (888) 686-6919 (866) 463-5638 (888) 272-4665	Closed Closed Closed Closed Closed Closed	Open Open Closed Closed Closed Closed
Loan Servicing Centers for Students <ul style="list-style-type: none"> • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Nelnet • Sallie Mae 	(800) 508-1378 (800) 848-0979 (800) 699-2908 (800) 236-4300 (888) 486-4722 (800) 722-1300	Closed Closed Closed Closed Closed Closed	Open Open Closed Closed Closed Closed
NSLDS Customer Service	(800) 999-8219	Closed	Closed
Ombudsman	(877) 557-2575	Closed	Open
Research and Customer Care Center	(800) 433-7327	Closed	Open
Total and Permanent Disability Processing Centers <ul style="list-style-type: none"> • Disability Discharge Loan Servicing Center • Nelnet Total and Permanent Disability Servicer • Veterans Disability Discharge Unit 	(888) 869-4169 (888) 303-7818 (404) 974-9490	Closed Closed Closed	Open Closed Open